



# Video Service

*A Publication Of The Missouri Public Service Commission*

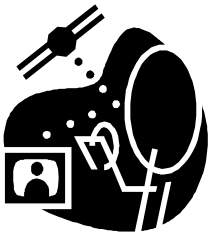
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*In 2007, the General Assembly passed the Video Services Providers Act, which authorizes the PSC to issue state franchises for video service in political subdivisions such as cities, towns and counties. This new statewide system is intended to allow multiple companies to competitively offer cable and video services in the same area. Previously, contracts were awarded to single providers under franchises arranged by local counties or municipalities.*

## **About The 2007 Video Services Providers Act (SB 284)**

To obtain a state franchise, video service providers and incumbent cable operators must file applications with the PSC and provide notice to affected political subdivisions. The PSC's jurisdiction regarding these video providers and cable companies is limited to approvals of initial video service applications and notices indicating changes in service areas, transfers of video service authorization or termination of video service.

**The Missouri Public Service Commission has no authority over rates, billing disputes or quality of service of video service providers.**



However, a political subdivision may require its authorized video service provider(s) to adopt customer service requirements contained in the act. Further, the act requires video service providers to adopt informal processes for handling customer concerns regarding "billing issues, service issues and other complaints."

In the event an issue is not resolved, the law allows for confidential non-binding mediation with costs to be shared equally among the political subdivision and video service provider.

Finally, in the case of "repeated, willful, and material violations" of the customer service standards provided in the act, a political subdivision may file a complaint with the Missouri Administrative Hearing Commission seeking an order to revoke a company's video service authorization on behalf of aggrieved residents.

The Missouri Public Service Commission does not regulate the rates of wireless phone, cable or satellite television. For more information contact Federal Communications Commission at **1-800-CALL-FCC** or **[www.fcc.gov](http://www.fcc.gov)**

## **For More Information**

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Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas and electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **[www.psc.mo.gov](http://www.psc.mo.gov)**